

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-223/Office Leasing
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I. Goal

Improve the office leasing services provided to user departments.

II. Objectives and Policies

- A. #1 - Reduce the average number of days to complete new lease requests for office space from approximately one hundred ninety-five (195) days, to one hundred twenty (120) days.
- B. #2 - Improve various areas of the Leasing Branch's operations.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Reduce the average number of days to complete new lease requests from approximately one hundred ninety-five days (195), to one hundred twenty (120) days.
 - 1. Past Year's Accomplishments:
 - a. Additional Staffing – The transfer of an existing position from the Public Works Division to the Leasing Services Branch was approved by the 2003 Legislature, but subsequently abolished the next year due to budget reductions. Last year, we pursued a budget request in the program's biennium budget (FB 05-07) to regain the Leasing Specialist position. The request was not approved for the Executive Budget.
 - b. Improve Transmission Time of Lease Documents - We continued our efforts to expedite the lessor's document review and approval process by attaching a draft lease as part of our initial Offer-to-Lease. This aided in the lessor and/or agent's advanced review of the State's lease form. We also faxed the finalized lease to the lessor, and sent signature pages electronically to expedite execution.

- c. Tracking of Lease Requests - Improvements were made in the way we track the status of user requests for new leases, as well as for leases pending renegotiation. The process provided a management tool to oversee the work progress, as well as to help the Leasing Specialists organize and prioritize their workload.
- d. Educational and Networking Opportunities for Staff – We were able to get approval for staff to attend presentations and training on various topics concerning the commercial real estate market, and were also successful in gaining membership in 2 national office property/leasing organizations as well.
- e. Upgrading Office Equipment - We continued to solicit proposals for a combination copier, fax and printer with scanning capabilities, and visited the showrooms of various vendors. However, we are awaiting the manufacture's improvements for compatibility of their scanning software with our equipment, before proceeding with the equipment upgrade.

2. Required Actions

- a. Continue to pursue Administration's and Legislature's approval for an additional Leasing Specialist position. In the interim, secure approval and contract a qualified individual to assist staff, under a personal services contract.
- b. Investigate the legality and feasibility of incorporating the use of digital signatures for our lease documents, to help expedite the execution of contract documents by our lessors.
- c. Work with the Department of Health, Disabilities and Communication Access Board (DCAB) to clarify requirements, in order to consider updating our Americans with Disabilities Act (ADA) policy for leasing office space in private commercial buildings.
- d. Review office leasing guidelines in the Governor's Budget Execution Policies, and consider updating or revising restrictions.

3. Implementation Timetable

- a. One Year – Pursue a contract for service with a qualified individual to assist with the leasing functions, until a permanent position can be approved. Review and consider revising leasing guidelines in the annual Governor's Budget Execution Policies. Replace the current copier fax and printer equipment, subject to the availability of funding.
- b. Two Years – Upgrade 2 computers (for Leasing Specialist and Branch Secretary) to allow for expanded memory for the various software programs and the branch's data base system.
- c. Five Years (or less) - Complete revisions to the minimum ADA guidelines for leasing office space and all commercial property, and distribute the same to all branches of State government for implementation. Have Americans with Disabilities Act (ADA) site surveys completed for a majority of properties which are, or which can be considered for lease. Develop a system and procedures to incorporate the use of digital signatures.

B. Objective/Policy #2 - Improve on various areas of the Leasing Branch's operations.

1. Past Year's Accomplishments

- a. Completed the transition from the program's Paradox data base program to the new "Access" data base. This was done in anticipation of the division's move away from the Paradox system.
- b. Developed the program's "Mission Statement" and "Core Values" under which it is now operating. Also, developed and implemented a policy to clarify and expand the type of office space which the program will lease for user departments.

2. Required Actions

- a. Update all leasing information forms used by state departments, and tax clearance forms used by lessors. Also, develop a Leasing Branch website and make the various leasing forms and guidelines available to all state departments.
- b. Improve the branch's data base system (Access) to expand on the amount of information maintained in the fields under each lease, and to develop a lease abstract form. Also, develop a way in which Access can maintain individual lease encumbrance balances.
- c. Coordinate the review and any necessary updates to the "Office Space Standards for Lease and State Buildings" with DAGS Planning Branch.

3. Implementation Timetable

- a. One Year – Update all leasing information forms and guidelines for user agencies, and tax clearance forms for lessors. Develop a Leasing Branch website, and make all forms and guidelines accessible through this website.
- b. Two Years– Expand the Leasing Branch's data base system and develop a Lease Abstract form. Work with DAGS Systems and Procedures Office to develop a way in which the Access system can track lease encumbrance balances.
- c. Five Years (or less) – Review and work with Public Works Planning Branch in making any necessary updates to the "Office Space Standards for Lease and State Buildings".

IV. Performance Measures

A. Customer Satisfaction Measure

- 1. Pursue evaluations from user departments concerning improvements to our leasing forms and guidelines, their availability from the website, and

how its helped in preparing and/or submitting leasing forms/requests more easily and efficiently.

2. Obtain evaluations of our branch's leasing services, after filling the new Leasing Specialist position. Areas identified by user departments which require attention, will be addressed immediately.

B. Program Standard Measure

1. Seek measures of comparison with other States, and applicable branches of State, County or Federal governments who perform office leasing services.
2. Evaluate the program's efficiency in reducing the average amount of time needed to complete new lease requests, relative to program staffing.

C. Cost Effectiveness Measure

1. Evaluate lease and/or program savings related to the reduction in time for processing and completing new lease requests.
2. Determine the extent of lease savings created from revisions to the "State Office Space Standards for Lease and State Buildings".